



Control Number: 50664



Item Number: 123

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COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Thursday, March 26, 2020

CURRENT CONFIRMED NUMBERS (public*/employee)

Panhandle	11 / 1**	New Mexico	6 / 0
South Plains	23 / 0		

*Info per John Hopkins University active cases **Presumed Positive

STAKEHOLDER COMMUNICATIONS

State EOC

- Enterprise Preparedness – Tuesday and Thursday

PUC/PRC

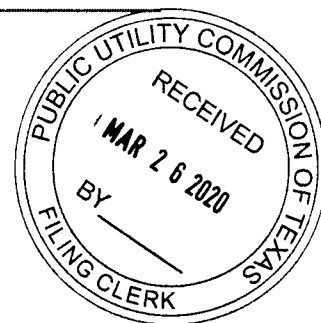
- Regulatory Affairs – Weekly

City/County

- Community Relations – Weekly

Advertising

- Safety Only Messaging



OPERATIONS

General

- 13,200 Xcel Energy corporate-wide Working From Home – 3/24
- Both Texas and New Mexico have excluded the Energy sector in Executive Order
- Castro County Texas issued a Shelter in Place with utility exclusions
- City of Lubbock issued a “Essential Business” only type Order with utility exclusions
- Increased cleaning at service centers, general offices and plants
- All category 2-4 employees now working from home
- No visitor policy at all locations
- Only vendor delivery of essential goods and services are allowed

Distribution

- Control Center is conducting “well checks” w/ temperature readings for employee entry
- Control Center is considered sterile environment with restricted access
 - Employees are cleaning
- Distribution Control Center (DCC) has cots and food provisions on hand
- Xcel Energy employees will NOT enter into residential customer dwellings
- Servicemen are reporting directly from home to job site
- Crews are on staggered start times to increase social distancing
- Pre-Evaluating and establishing “Critical Work Only” in case of workforce infections
- Design Engineers and Designers working from home but still visiting job sites while maintain social distancing guidelines

Transmission

- Transmission Control Center (TCC) employees are performing a temperature self-check before arriving at the control center
- All non-operators are working from home
- Transmission Control Center (TCC) is considered sterile environment with restricted access
 - External cleaning crew
- Transmission Control Center (TCC) has cots and food provisions on hand
- Pre-Evaluating and establishing "Critical Work Only"
- Substation O&M crews and Relay Technicians are reporting from home to job site
- Transmission Construction employees reporting to job site

Energy Supply

- Power plant Control Room Employees have been isolated
- Isolated contractors performing capital work
- Power plant Control Room has cots and food provisions on hand

Supply Chain

- Pre purchased fundamental supplies such as wire, poles, and cross-arms
- Established work from home guidelines for key vendors and consultants
- Established vetting of key operational contractors

CUSTOMER CARE

Customer Call Center

- Customer Care agents have begun transitioning to Work from Home
- Customer Care agents are scripting customer calls, inquiring if anyone has COVID-19 or is quarantined at the location
 - Informs customer that our worker will not shake hands and will maintain social distance
- Suspension of Disconnection of Service to any residential service
- Suppressing New Mexico Residential Late Payment Fees

AMARILLO REGIONAL HEADQUARTERS

- Most employees working from home
- Semi-daily cleaning of surfaces
- In-person meetings changed to only phone-in meetings using expanded Avaya and CenturyLink tele-conferencing capacity
- Zoom and Skype for business video conferencing applications increasingly being used
- Workout facilities closed
- Social distancing guidelines in place

WATCH ITEMS

General

- Cleaning supplies and sanitizer becoming less available
- Availability of thermometers for expanded employee temperature checks
 - Request made to Texas EOC for assistance in finding thermometers